

FIG. 1

200

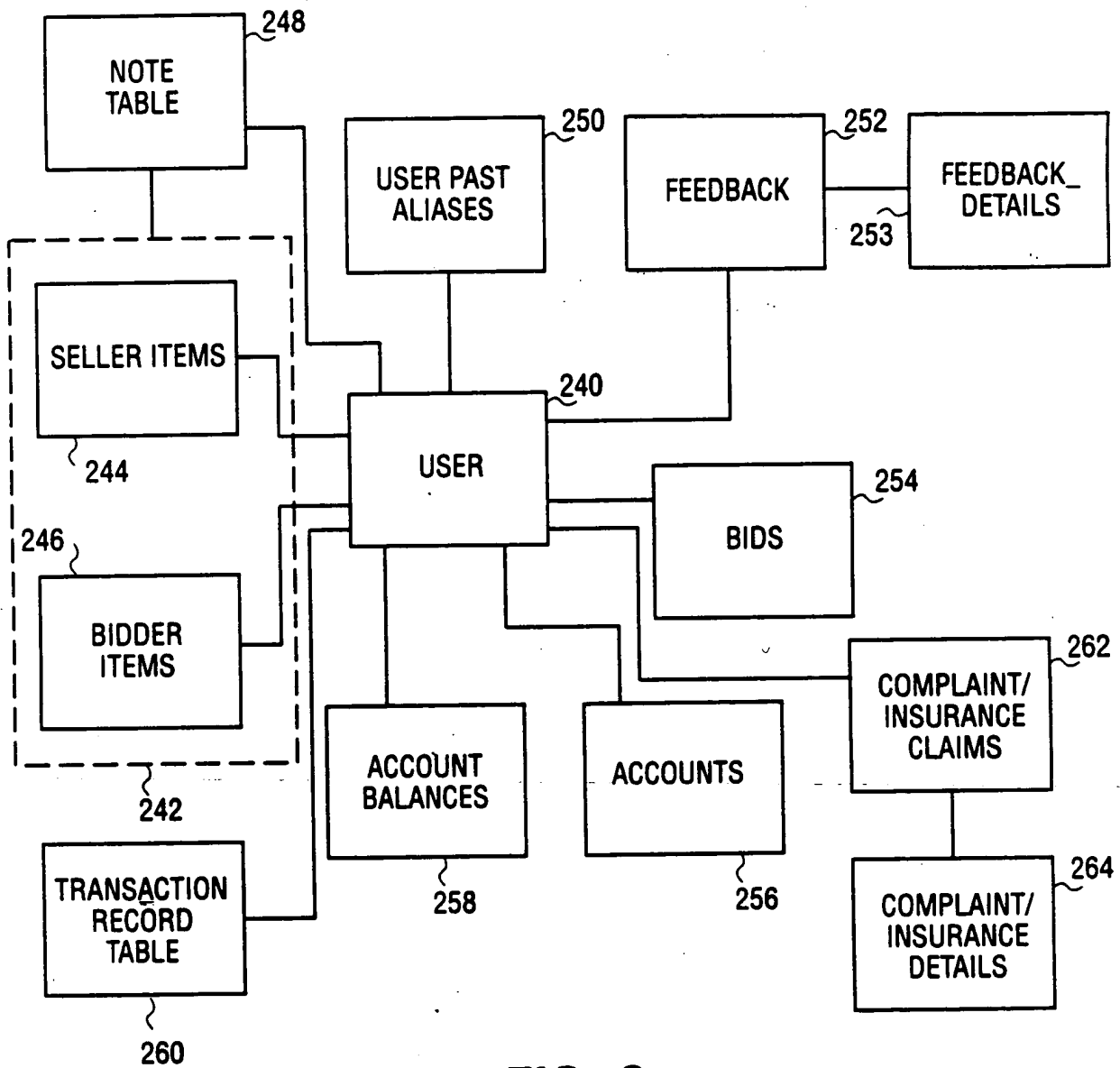


FIG. 2

300

FRAUD/INSURANCE CLAIM TABLE						
ITEM NO#	COMPLAINANT	COMPLAINTEE	CONTACT INFO OF COMPLAINTEE	DATE COMPLAINT FILED	TRACKING NO# OF COMPLAINT	FEEDBACK RATINGS AND NATURE OF COMPLAINT
312	314	316	318	320	322	324

FIG. 3

600

COMMENTS TABLE			
TRACKING NO#	USER	DATE OF COMMENT	TEXT OF COMMENT

FIG. 6

700

ADDRESS AND PASSWORDS TABLE	
EMAIL ADDRESS	PASSWORD

FIG. 7

INSURANCE ITEM TABLE		
ITEM NO#	CLAIM NO#	DATA

FIG. 8

[illegible]

FIG. 9

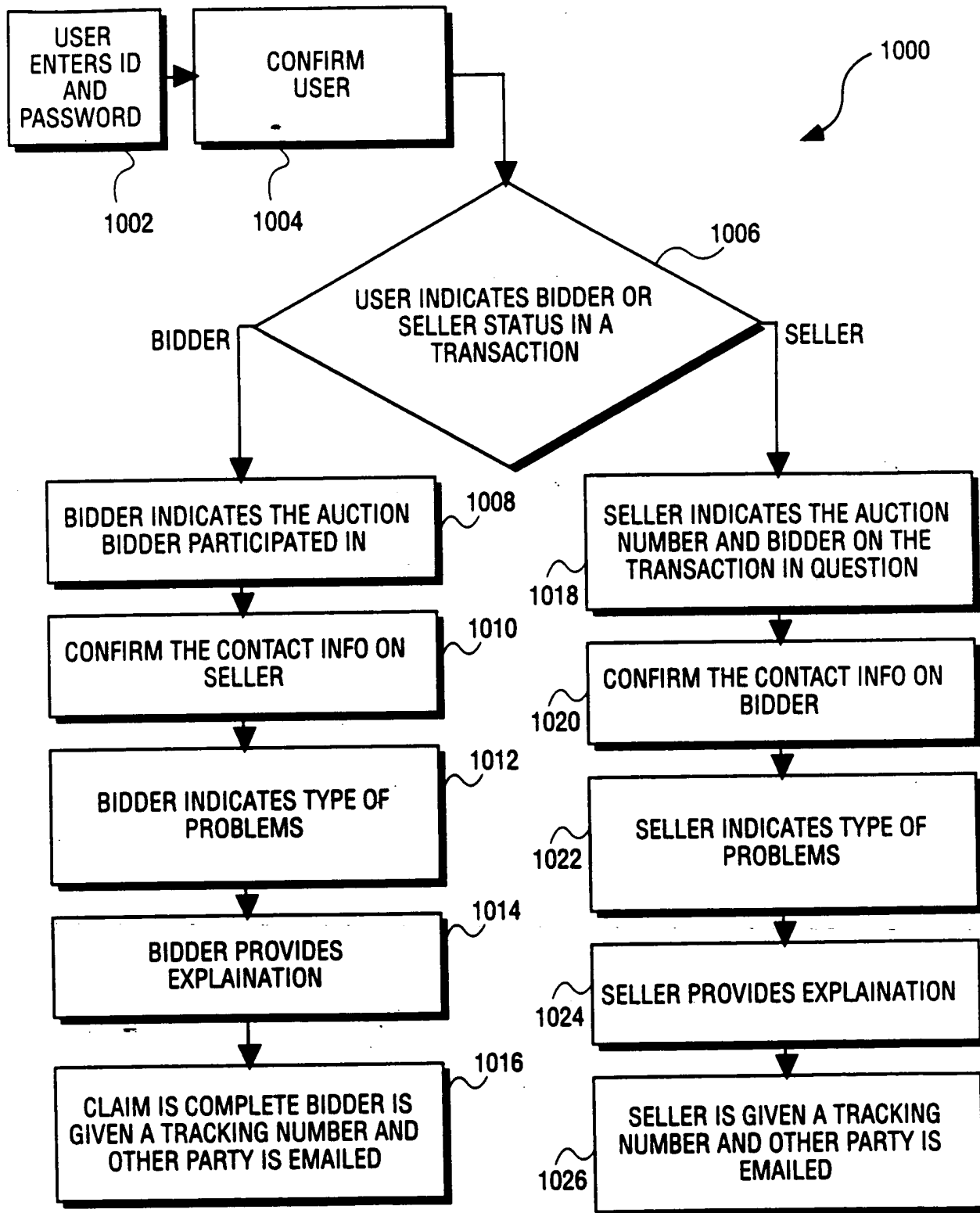


FIG. 10

1100

1

- You did not receive any or all of the items
- You received the item, but the item is significantly different than the item description.
- You received the item, but the item is counterfeit.

1

11

11

1

FIG. 11

Please select the scenario below that **most closely** describes the problem surrounding this transaction. After making your selection, press the "Continue" button at the bottom of the page.

1200

- ☒ I sent a payment but never received any merchandise.
- ☐ I sent a payment and received the merchandise, but the merchandise is different than the seller described it.
- ☐ I sent a payment and received the merchandise, but the merchandise arrived in damaged condition.
- ☐ I sent a payment and received merchandise, but the merchandise is fake.
- ☐ I sent a payment and received some of the items that I purchased, but not all of the items.
- ☐ Other

Continue

FIG. 12

CLAIM FORM

Claim Number: 66876742

1300

Name: _____
Email Address: _____
Home Address: _____
City/State/Zip: _____
Home Phone (Include Area Code & Country Code if necessary): () _____
Work Phone (Include Area Code & Country Code if necessary): () _____
Best Time/Place to Reach You: _____
Social Security #: _____
Driver's License #: _____
Auction Number and Trade Date: _____
Total \$ Amount of Trade: _____
Steps taken to resolve the problem: _____
(please use back of form or
additional sheets if necessary) _____
Complete Description of Problem: _____
(please use back of form or
additional sheets if necessary) _____

***Please include copies of any cancelled checks, credit card receipts, appraisals, additional photographs, or any other information you have regarding this claim.

Send Completed Claim form to:
Lloyd's Claims Administrator, 6745 Phillips Ind. Blvd., Jacksonville, FL 32256

I hereby attest that all of the information contained in this document is true and accurate.

Claimant Signature

Date

Initials

Date

Initial here if you would like your claim
amount credited to your eBay account.

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO
INJURE, DEFRAUD OR DECEIVE ANY INSURER, FILES A
STATEMENT OF CLAIM OR AN APPLICATION
CONTAINING FALSE, INCOMPLETE, OR MISLEADING
INFORMATION IS GUILTY OF A FELONY IN THE THIRD
DEGREE AND WILL BE PUNISHED TO THE FULLEST
EXTENT OF THE LAW.

FIG. 13

Your complaint has been given the tracking number below. You will need this number when you use the Fraud Reporting and Insurance Claim Form in subsequent visits.

1402

http://tdalton.corp.ebay.com/aw_cgi/eBayISAPI.dll?CRSStartPage

1) a hard copy of the auction item page AND
2) a completed Claim Form (Claim Form is available at
<http://pages.ebay.com/services/safeharbor/frs-claimform.html>)

Again, thank you for using the Fraud Reporting and Insurance Claim form to attempt to resolve your problem.

FIG. 14

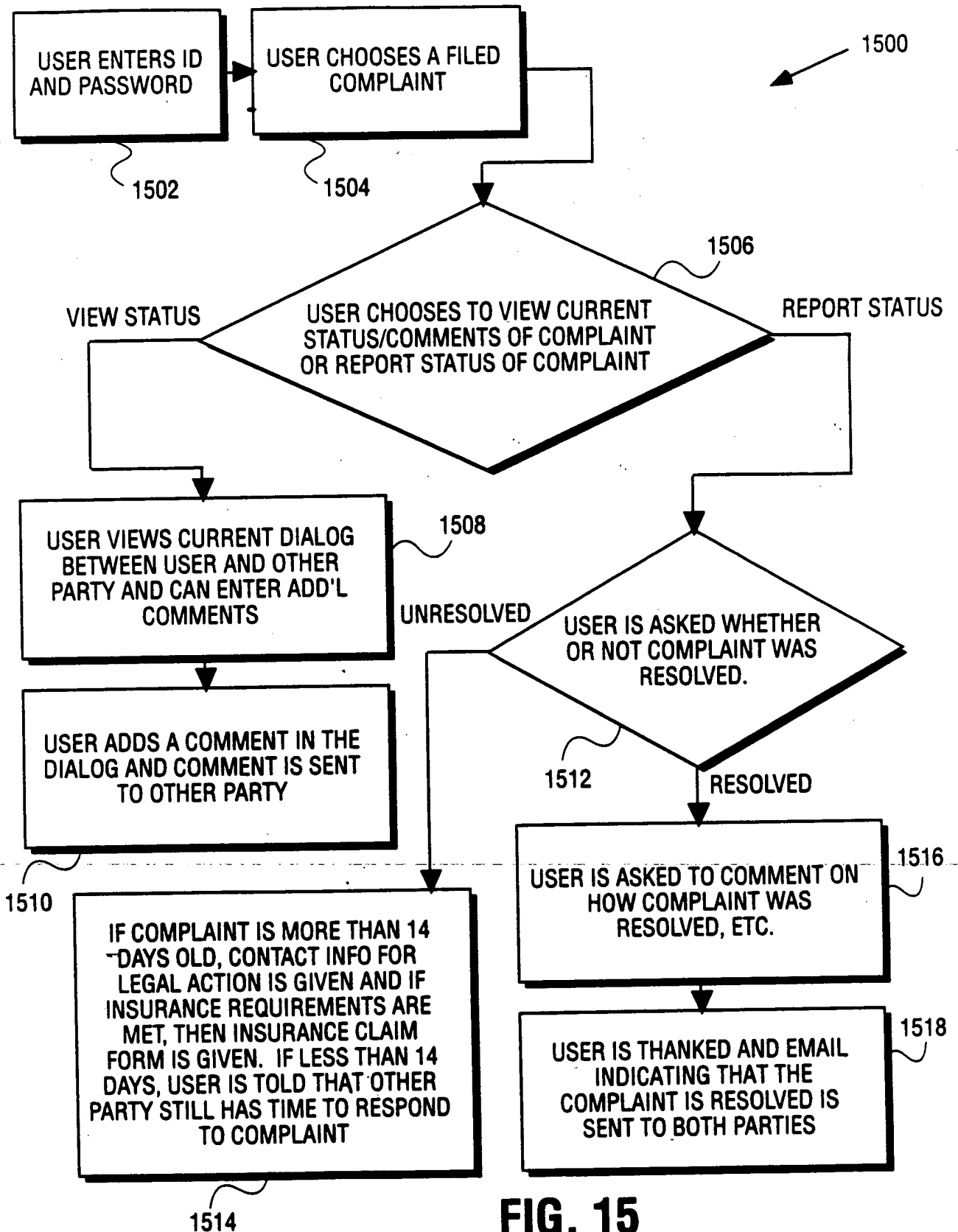


FIG. 15

Here is a list of complaints the user has filed with eBay. Please select the complaint you are inquiring about at this time:

2629	
10631	CLOSED
12898	CLOSED
15828	CLOSED
16148	CLOSED
18959	CLOSED
20860	CLOSED
21640	CLOSED
21863	CLOSED
22206	CLOSED
23260	CLOSED
25607	CLOSED
25871	RESOLVED

FIG. 16

Please choose from the options below to either

1. view comments placed by the other user and/or place additional comments on file of the other user to see,
or
2. report on the status of a complaint.

1702

1704

1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100	2101	2102	2103	2104	2105	2106	2107	2108	2109	2110	2111	2112	2113	2114	2115	2116	2117	2118	2119	2120	2121	2122	2123	2124	2125	2126	2127	2128	2129	2130	2131	2132	2133	2134	2135	2136	2137	2138	2139	2140	2141	2142	2143	2144	2145	2146	2147	2148	2149	2150	2151	2152	2153	2154	2155	2156	2157	2158	2159	2160	2161	2162	2163	2164	2165	2166	2167	2168	2169	2170	2171	2172	2173	2174	2175	2176	2177	2178	2179	2180	2181	2182	2183	2184	2185	2186	2187	2188	2189	2190	2191	2192	2193	2194	2195	2196	2197	2198	2199	2200	2201	2202	2203	2204	2205	2206	2207	2208	2209	2210	2211	2212	2213	2214	2215	2216	2217	2218	2219	2220	2221	2222	2223	2224	2225	2226	2227	2228	2229	2230	2231	2232	2233	2234	2235	2236	2237	2238	2239	2240	2241	2242	2243	2244	2245	2246	2247	2248	2249	2250	2251	2252	2253	2254	2255	2256	2257	2258	2259	2260	2261	2262	2263	2264	2265	2266	2267	2268	2269	2270	2271	2272	2273	2274	2275	2276	2277	2278	2279	2280	2281	2282	2283	2284	2285	2286	2287	2288	2289	2290	2291	2292	2293	2294	2295	2296	2297	2298	2299	2300	2301	2302	2303	2304	2305	2306	2307	2308	2309	2310	2311	2312	2313	2314	2315	2316	2317	2318	2319	2320	2321	2322	2323	2324	2325	2326	2327	2328	2329	2330	2331	2332	2333	2334	2335	2336	2337	2338	2339	2340	2341	2342	2343	2344	2345	2346	2347	2348	2349	2350	2351	2352	2353	2354	2355	2356	2357	2358	2359	2360	2361	2362	2363	2364	2365	2366	2367	2368	2369	2370	2371	2372	2373	2374	2375	2376	2377	2378	2379	2380	2381	2382	2383	2384	2385	2386	2387	2388	2389	2390	2391	2392	2393	2394	2395	2396	2397	2398	2399	2400	2401	2402	2403	2404	2405	2406	2407	2408	2409	2410	2411	2412	2413	2414	2415	2416	2417	2418	2419	2420	2421	2422	2423	2424	2425	2426	2427	2428	2429	2430	2431	2432	2433	2434	2435	2436	2437	2438	2439	2440	2441	2442	2443	2444
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Here is general information about the complaint:

Tracking Number: 2629
Complainant: TDALTON@EBAY.COM (tola@cats.ucsc.edu)
Against: Tola A. Dalton
 TDALTON@EBAY.COM
Web Site: ebay.com
Date Complaint Filed: 03/24/00 14:36:07 PST
Nature of Complaint: I sent a payment but never received any merchandise.

The following are ALL of the comments provided to the Fraud Reporting System regarding this complaint:

03/24/2000 02:43 PM - FROM: tolaslug

testing

To place another comment or respond to a comment from the other user, please enter information in the space below and press "Continue".

[illegible]

Continue

FIG. 18

Was your complaint resolved?

☐ Yes

☐ No

Yes

No

FIG. 19

In the box below, you can provide a description of how this complaint was resolved. When you are finished, press the "Continue" button at the bottom of the page.

▲

▼

Continue

FIG. 20

We're sorry that you were unable to resolve this complaint to your satisfaction. However, we appreciate your attempt to do so at the Fraud Reporting and Insurance Claim Form. Your use of the system allows us to track the actions of "bad players" at eBay, and hopefully, remove these users from the system.

Here are some steps that you can take to engage the assistance of state and federal agencies regarding your problem. Often, even the threat of intervention by these agencies will entice the other user to resolve the dispute to your satisfaction.

1. Write a letter to the Attorney General of the state where the other user resides. Based on the information you have given us, here is the address for the Attorney General:

**Office of the Attorney General
Public Inquiry Unit
P.O. Box 944255**

Sacramento, CA 94244-2550

Phone: (800) 952-5225

2. Fill out the **online complaint form** at the Web site of the Attorney General of the state where the other user resides. Based on the information you have given us, the Web address for that form is:

<http://caag.state.ca.us/piu/mailform.htm>

3. File a mail fraud complaint with the U.S. Postal Inspection Service - Postal Inspectors are federal law enforcement agents responsible for investigating mail fraud claims. Generally, in order for a claim to constitute mail fraud, either payment or delivery of the merchandise must have occurred through the U.S. mail. If your complaint fits within this requirement, it is very important that you take the time to file a complaint with this office, since it is this agency that most likely will have jurisdiction over the matter. To receive a mail fraud complaint form, e-mail your request to fraud@uspis.gov and the form will be e-mailed to you. Print and mail the completed form and any necessary attachments to the attention of one of the Inspection Service offices listed. You can also request a form by contacting your nearest Postal Inspection Office. To find the office nearest to you, either call your local Post Office or visit the following website:
<http://www.usps.gov/ncsc/locators/find-is.html>

4. You are eligible to file an insurance claim. Please press the button below and then save and print out this form. After you have filled it out, mail it to the address on the form to file your insurance claim. **PLEASE BE SURE TO PRINT AND SAVE THIS FORM!**

View Printable Insurance Form

Be sure to keep a copy of all correspondence between you and these agencies, and you and the other user. If, in the future, you resolve this complaint with the other user, please return to eBay's Fraud Reporting System and report this case as resolved.

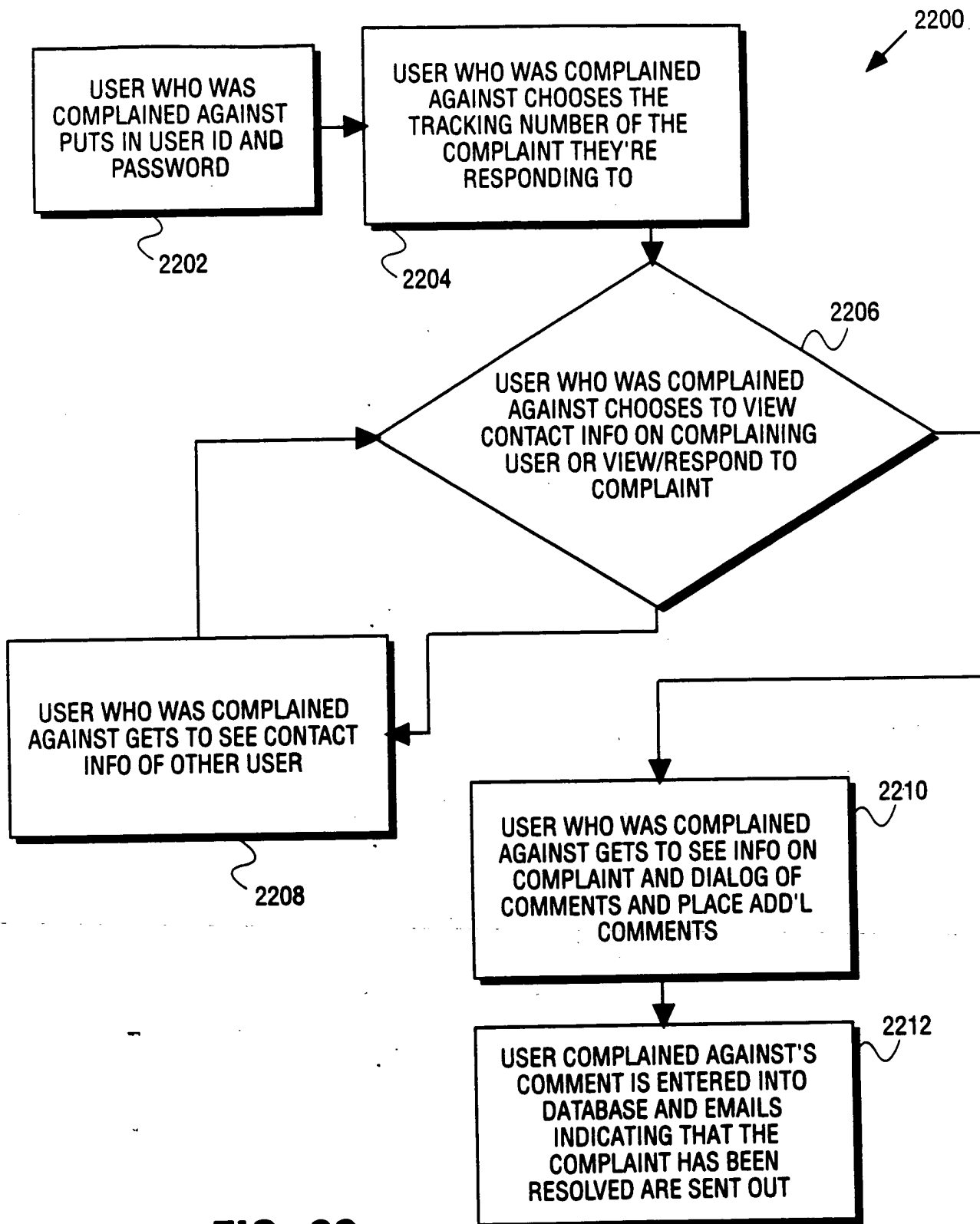


FIG. 22

Here is a list of tracking numbers from complaints that have been filed against you at eBay. Please select the complaint you are responding to at this time:

2302

3691

STATUS PENDING

2300

FIG. 23

Please choose from the options below to either

- 1. view comments placed by the other user and/or place additional comments**
on file of the other user to see,
or
- 2. report on the status of a complaint.**

View or respond to complaints

Get Other Party's Contact Information

FIG. 24

Here is the contact information that eBay has on file for the other party.

Tola A. Dalton
Santa Cruz, CA 95060

Primary phone: (831) 466-1890
Secondary phone:
Fax: (831) 466-1899
EMail: tdalton@ebay.com

STATUS PENDING

2500

Continue

FIG. 25

Here is general information about the complaint:

Tracking Number: 3691
Complainant: tolaslug (tdalton@ebay.com)
Against: Tola A. Dalton
 TOLA@CATS.UCSC.EDU
Web Site: ebay.com
Date Complaint Filed: 12/07/99 17:16:11 PST
Nature of Complaint: I received a check from the buyer and
 sent the merchandise, however, the
 buyer's check was returned for
 insufficient funds (bounced)

The following are ALL of the comments provided to the Fraud Reporting System regarding this complaint:

12/07/1999 05:16 PM - FROM: tola

testing

12/15/1999 02:06 PM - FROM: tola

hmm, what will this do?

12/15/1999 02:09 PM - FROM: tolaslug

I think the programmers of CRS must have been monkeys

12/15/1999 02:18 PM - FROM: tolaslug

aarrgh!

12/15/1999 03:05 PM - FROM: tolaslug

aarrgh!

12/15/1999 04:35 PM - FROM: tola

tola99 (tdalton@ebay.com) posting comment

12/16/1999 07:52 PM - FROM: tola

tola99 (tdalton@ebay.com) posting comment

To place another comment or respond to a comment from the other user, please enter information in the space below and press "Continue".

Continue

FIG. 26

